

# FIND IT, FIX IT COMMUNITY WALKS

2014-2017 Program Report



**Seattle**  
Neighborhoods



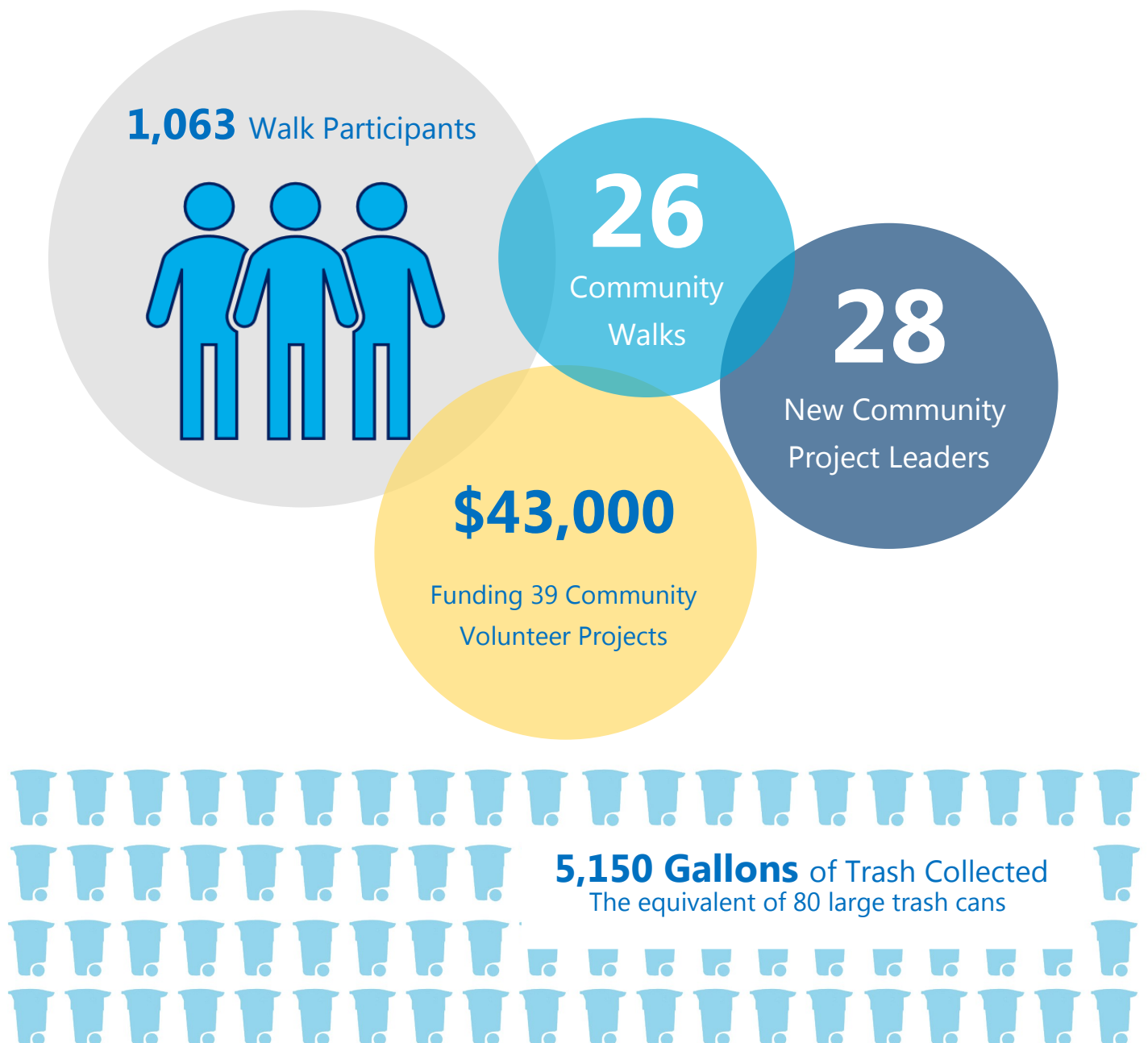
**CITIES** OF  
**SERVICE**



# WHAT IS FIND IT, FIX IT?

The Find It, Fix It Walks began in 2014 as a neighborhood outreach program named after the recently introduced Find It, Fix It App. Held in 5-6 neighborhoods a year, these walks provide an opportunity for community members to meet with the Mayor and City Department heads and staff in their neighborhood to discuss public safety and maintenance concerns. This is key to the success of our program, because building the relationship between neighbors and City leaders helps to bring our community together and identify solutions in a hands-on, proactive way.

In 2015, the City of Seattle partnered with national nonprofit Cities of Service to provide competitive mini-grants to community groups for local projects. These grants have helped expand upon Find It, Fix It's mission to improve the safety and maintenance of our City one block at a time.





Service requests were gathered through the Find It, Fix It App, input surveys, and requests collected on the walk.

## Completed Service Requests

Abandoned Vehicles: **50**  
Added Trash/Recycling: **16**  
Damaged Sidewalks: **38**  
Graffiti: **100**  
Illegal Dumping: **67**  
Overgrown Vegetation: **209**  
Parking Concerns: **8**  
Potholes: **24**  
Sign and Signal Maintenance: **15**  
Streetlight Fix: **40**  
Vacant Buildings Secured: **9**

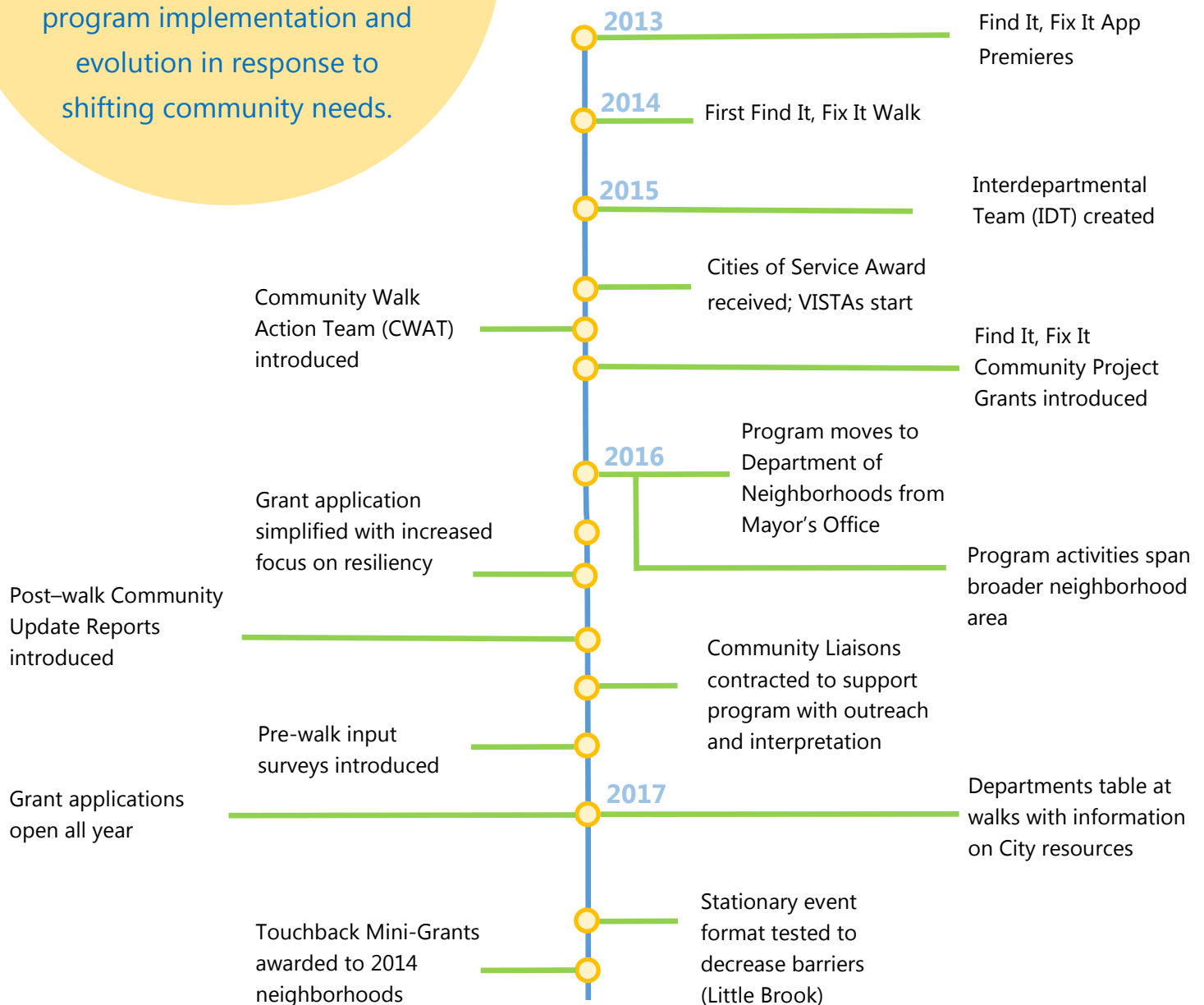
## Projects Completed

Clean-ups: **9**  
Signs: **4**  
Murals: **6**  
Other Installations: **7**  
Plantings: **10**  
P-Patch Improvements: **3**





This timeline illustrates program implementation and evolution in response to shifting community needs.



**2014 First Find It, Fix It Walk:** Introduced due to an increase in crime, the Find It, Fix It walks focused on public safety and Crime Prevention Through Environmental Design (CPTED) strategies. Focused on specific blocks with walk routes chosen by the Mayor's Office and the Neighborhood District Coordinators. Starting in 2015, walk routes were chosen by community members.

**2015 Interdepartmental Team (IDT) Created:** Integral to the success of the program, the IDT provides technical and field support, resources for community grant projects, information on capitol projects, and the status of reported neighborhood concerns.

**2015 Find It Fix It Community Project Grants Introduced:** The grant projects began as stops along the walk route, with community members conducting the work before and during the event. In 2016 grant applications were open for two weeks with projects being completed after the walk. This increased the opportunity for broader community participation. In 2017 the program focus on volunteerism was increased, helping to increase community engagement and sustainability within each project.

**2015 Community Walk Action Team (CWAT) Introduced:** These teams were created for community members to contribute to walk planning and outreach in their neighborhoods. This helped to increase community input and engagement.

**2016 Program Activities Expanded to Broader Neighborhood Area:** This allowed all neighborhood concerns to be addressed and grants to occur anywhere within the neighborhood area.

**2016 Pre-Walk Input Surveys Introduced:** These surveys helped track input and neighborhood concerns during the outreach and planning process. This allowed individuals not on the CWAT to contribute. Some concerns could not be addressed due to their scope.

**2016 Post-Walk Community Update Reports Introduced:** These reports provided information on City resources and status updates on concerns reported at the walk, through Pre-walk Input Surveys, and through the Find It, Fix It App one week following the walk. This helped neighbors track their concerns and see the direct impact of Find It, Fix It.

**2017 Touchback Mini-Grants Awarded to 2014 Neighborhoods:** These grants provided an opportunity for neighborhoods visited in 2014 to access grant funds for small-scale community projects.

## Neighborhood Selection:

**2014** Routes chosen by the Mayor's Office in conjunction with the Neighborhood District Coordinators based on crime density, rapid economic changes, and development.

**2015-2017** Neighborhoods chosen based on displacement risk, percentage of households at or below 200% of the federal poverty line, capital projects, neighborhood requests, large or emerging immigrant populations, crime hot spots, and low access to opportunity. In 2016, one neighborhood from each council district was selected as this was the first year City Council districts were implemented.



**As our program has evolved, certain practices were found to be key to our success in identifying and meeting community needs. These include:**

## Community Walks

- Addressing neighborhood concerns that are beyond those on the walk route
- Active participation by the Community Walk Action Team (CWAT) in the planning process
- Offering pre-walk input surveys for those not on the CWAT
- Active participation by the Inter-departmental Team (IDT) in the planning process
- Demonstrating department services (i.e. pothole rangers, horse patrol)
- Coordinating with departments on completed or planned capital projects and grants
- Creating space for conversations between neighbors, the Mayor, and department heads
- Working with Community Liaisons to connect with underrepresented groups in the community
- Identifying resolved concerns along the walk route that were reported through the Find It, Fix It App
- Providing Post-Walk Update Reports
- Using customer service data to identify primary community concerns
- Conducting walks in smaller, denser neighborhoods to achieve more targeted outreach
- Holding stationary events in neighborhoods where the walk format is a barrier to participation

## Community Grant Projects

- Encouraging broad community participation by focusing on low-barrier projects
- Simplifying the application process
- Focusing on projects that directly addresses a community concern or need
- Focusing on projects that occur in a central neighborhood location to provide a broad community benefit
- Requiring work to be conducted by volunteers to encourage neighborhood investment and future days of service
- Allowing projects to occur anywhere within the neighborhood area

# COMMUNITY GRANTS

In 2015 the City of Seattle partnered with Cities of Service to fund the Find It, Fix It Community Project Grants. The purpose of these grant projects is to improve neighborhood safety and maintenance and to increase community resilience. Since 2015, a total of \$43,500 in grant funds has funded 39 community-led projects. In addition to grant funds, the program provides administrative support and a link to other City departments to access supplies like mulch, trash bags, litter grabbers, sharps containers, and the SDOT tool truck. Through this, the program has helped community members complete projects and develop a stronger understanding of the City resources available and how to access them.



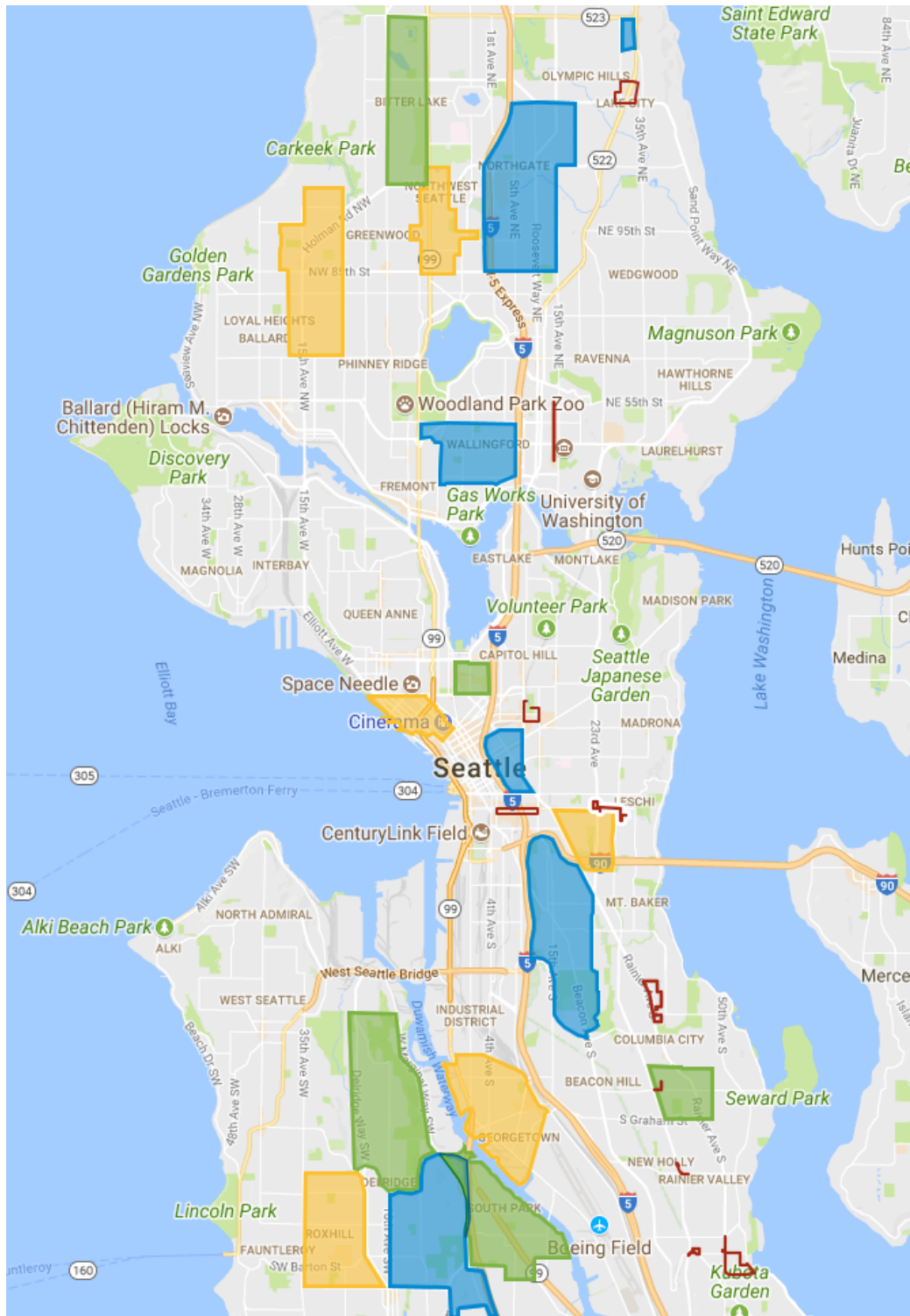
The community of Belltown sought to revitalize a part of their neighborhood that was poorly maintained and attracted graffiti. This mural provided a sense of shared ownership and improved the community care of this space.



Community members in Roxhill found that the dense vegetation around this staircase drew litter and illicit activity. The volunteer efforts undertaken to defoliate and spread mulch improved safety and increased neighborhood use; this project was revisited one year later to maintain upkeep.

# WALK AND COMMUNITY GRANT NEIGHBORHOODS

The Find It, Fix It Program seeks to visit new neighborhoods each year, with location choice based on displacement risk, income levels, capital projects, neighborhood request, large or emerging immigrant populations, crime hot spots, and low access to opportunity. 2014 Walks followed a different format, focusing on specific blocks rather than the neighborhood as a whole.



## 2014 Walks

- ① 23rd & Jackson
- ② Orcas & MLK
- ③ Rainier Beach & Othello Light Rail Stations
- ④ Rainier & Genesee
- ⑤ Rainier & Henderson
- ⑥ Lake City Way & 125th
- ⑦ Hing Hay Park
- ⑧ Cal Anderson Park
- ⑨ University Way

## 2015 Neighborhoods

- ① Cascade
- ② South Park
- ③ Hillman City
- ④ Delridge
- ⑤ Bitter Lake

## 2016 Neighborhoods

- ① Aurora Licton
- ② Belltown
- ③ Roxhill/Westwood
- ④ Judkins Park
- ⑤ Georgetown
- ⑥ Crown Hill/Whittier Heights

## 2017 Neighborhoods

- ① Wallingford
- ② Northgate
- ③ Highland Park
- ④ First Hill
- ⑤ Little Brook
- ⑥ North Beacon Hill



# PARTNERS AND DONORS

**We would like to thank our community partners who provided in-kind donations and helped make the Find It, Fix It Walks possible.**

## 2017

Archie McPhee's  
Bootyland  
Centilia Cultural Center  
Dutch Boy Coffee  
Highland Park Improvement Club  
Kaffeeklatsch  
Mike's Barbeque  
Molly Moon's  
Murphy's Pub  
Northgate Mall  
Pam's Kitchen  
Polyclinic  
Safeway  
Seattle Farmer's Market Alliance  
Skyline Retirement Community  
Sock Monster  
Starbucks Coffee Company  
TownSquared  
Wide World Travel Store

## 2016

City Arts Magazine  
Crown Hill Grocery Outlet  
Dick's Drive-In  
Epic Life Church  
Fantagraphics  
Fran's Chocolates  
Friends of Georgetown History  
Green Seattle Partnership  
The Herbert H. Warrick Jr. Museum of Communications  
Holy Grounds Coffee  
Lantern Brewing  
Machine House Brewery  
Minuteman Press  
School of Acrobatics and New Circus Arts (SANCA)  
Starbucks Coffee Company  
Street Bean Coffee  
Stuffed Cakes  
Tacos and Beer Mexican Restaurant  
Westwood Village

## 2015

Cancer Care Alliance  
Hillman City Collaboratory  
Immanuel Lutheran Church Congregation  
Mirabella Retirement Community  
Rainier Avenue Church  
Seattle Neighborhood Group (SNG)  
Seattle Works  
SouthEast Effective Development (SEED)  
Starbucks Coffee Company  
Vulcan Real Estate (monetary donation)  
YMCA

## MAJOR FUNDERS



### Cities of Service

Cities of Service is a nonprofit organization that helps city leaders tap the knowledge, creativity, and service of citizens to solve public problems and create vibrant cities. It works with cities to build city-led, citizen-powered initiatives that target specific needs, achieve long-term and measurable outcomes, improve the quality of life for residents, and build stronger cities.



### AmeriCorps VISTA

AmeriCorps VISTA is a national service program dedicated to ending poverty by building capacity of nonprofit organizations and public agencies. VISTA has a unique and effective approach to fighting poverty by providing knowledge and tools to increase a community's capacity.